



QUALIFICATION STRUCTURE

EDI Level 3 NVQ Diploma in Customer Service

To achieve a full Level 3 NVQ Diploma in Customer Service, learners must achieve a minimum of forty two credits. The learner must achieve twelve credits from the Mandatory Units and a further thirty credits must be achieved by completing a minimum of one unit from each Optional Group. A minimum of ten credits must be achieved at level 3 from optional groups B to E.

Group A – Mandatory Units - Customer Service Foundations

You must achieve all units within this group.

EDI unit code	Unit title	Level	Unit credit
CU 838	Demonstrate understanding of customer service	3	6
CU 839	Demonstrate an understanding on the Rules the impact on improvements in customer services	3	6

– Group B Optional Units - Impression and Image

You must achieve a minimum of 6 credits from this group.

EDI unit code	Unit title	Level	Unit credit
CU795	Communicate Effectively With Customers	2	5
CU796	Give Customers a Positive Impression of Yourself and Your Organisation	2	5
CU797	Promote Additional Services or Products to Customers	2	6
CU798	Process Information About Customers	2	5
CU799	Live Up to the Customer Service Promise	2	6
CU800	Make Customer Service Personal	2	6
CU801	Go the Extra Mile in Customer Service	2	6
CU802	Deal With Customers Face to Face	2	5
CU803	Deal With Incoming Telephone Calls From Customers	2	5
CU804	Make Telephone Calls to Customers	2	6
CU818	Deal With Customers in Writing or Electronically	3	6
CU755	Use Customer Service as a Competitive Tool	3	8
CU819	Organise the Promotion of Additional Services or Products to customers	3	7
CU820	Build a Customer Service Knowledge Set	3	7
CU 840	Champion customer service	4	10
CU841	Make customer service environmentally friendly and sustainable	4	11

– Group C Optional Units Delivery

EDI unit code	Unit title	Level	Unit credit
CU842	Maintain and develop a healthy and safe customer service environment	4	8
CU782	Plan, organize and control customer service operations	4	10
CU843	Review the quality of customer service	4	8
CU844	Build and maintain effective customer relations	4	8
CU845	Deliver seamless customer service with a team	4	8

Group D – Optional Units – Handling Problems

EDI unit code	Unit title	Level	Unit credit
CU815	Resolve Customer Service Problems	2	6
CU816	Deliver Customer Service to Difficult Customers	2	6
CU756	Monitor and Solve Customer Service Problems	3	6
CU817	Apply Risk Assessment to Customer Service	3	10
CU824	Process Customer Service Complaints	3	6
CU853	Handle referred customer complaints	4	10

Group E Optional Units Development and Improvement

EDI unit code	Unit title	Level	Unit credit
CU825	Develop Customer Relationships	2	6
CU826	Support Customer Service Improvements	2	5
CU827	Develop Personal Performance Through Delivering Customer Service	2	6
CU828	Support Customers Using On-Line Customer Services	2	5
CU829	Buddy a Colleague to Develop Their Customer Service Skills	2	5
CU830	Develop Your Own Customer Service Skills Through Self-Study	2	6
CU831	Support Customers Using Self-Service Technology	2	5
CU832	Work with Others to Improve Customer Service	3	8
CU833	Promote Continuous Improvement	3	7
CU834	Develop Your Own and Others' Customer Service Skills	3	8
CU835	Lead a Team to Improve Customer Service	3	7
CU836	Gather, Analyse and Interpret Customer Feedback	3	10
CU837	Monitor the Quality of Customer Service Transactions	3	7
CU846	Implement quality improvement s to customer service	4	10